

# Community Advisory Committee

## November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
Director Chris Cummiskey	Opening Remarks	Director Cummiskey welcomed members and guests.	-	No Action Required
All	Introductions	Introductions took place from members, attendees, and members from the Project Management Team.	-	No Action required
Lisa Dee Meyerson	Goals for Community Advisory Meeting	Ms. Meyerson outlined the goals of the meeting. (1) Update the Committee regarding implementation progress (2) Discuss how feedback from community dialogue sessions is being implemented (3) Obtain feedback on key functionality, target populations, volunteer categories, communication strategy and funding issues.	-	No Action Required
Lisa Dee Meyerson	Progress and Plans	Ms. Meyerson summarized where the Project is as of November and provided updates from the October Community Advisory Committee included (a) Development - November 2004 to March 2005 (b) Beta Version - February 2005 (c) Final Version - March 2005 (d) "Go Live" April 1, 2005.	-	No Action Required
Perry Yastrov	Technical Development Team - Progress and Updates	Discussions took place over the screen layouts and functions. Mr. Yastrov updated members with progress that has been made from Technical Development Team. Highlights include a.) 7 days sessions with vendor Terida VisionLink Consortium over the look, feel and functionality of the web b.) determining high level functionality c.) Development of mock screens for look and feel functionality d.) review by the State of functional specifications.	-	No Action Required

# Community Advisory Committee

## November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
Perry Yastrov	Technical Development Team - Mock Screen Layouts	Mr. Yastrov continued his presentation by showing members snap shots of the mock screens then reviewing in detail the functionality of each. Mr. Yastrov also pointed out that there will be some links to general Spanish pages.	<b>Concerns</b> that have been brought up at various Project 2-1-1 meetings were over the Spanish pages. <b>Action:</b> Project Management Team has proposed to do the following 1.) Create some very general Spanish pages that will state something to the effect "please contact your local I&R" 2.) There will be a button on the page that will link to a website that offers word for word translations into one of numerous languages including Spanish.	
Perry Yastrov	Technical Development Team - Searching Options	Mr. Yastrov gave a detailed overview of the 7 different types of search options. 1.) Keyword 2.) Keyword/Zip Code, 3.) Guided Search 4.) Problem Assessment 5.) Advanced Search 6.) Directory of Services 7.) Outline of Categories. These searches will be for the occasional Internet user to the more advanced user (ex. Health and Human Service Case Workers).	-	No Action Required
Perry Yastrov	Technical Development Team -Agency Programs and Services	Mr. Yastrov explained to members that there will be additional features for Agency's Profiles. Essentially, you will be able to see detailed information, other links to websites, email provider from the listing you are in, print or save information, lists of volunteer opportunities	<b>Concern:</b> There have been concerns that Project 2-1-1 is taking over the Volunteer Organizations Active in Disaster (VOAD's) contribution to volunteerism. Explained by Ms. Meyerson, the Volunteer section of the site does not provide Volunteer Management, meaning within the Arizona 2-1-1 system, you can't sign up to be a volunteer, but you can link to agencies that offer volunteer opportunities. A meeting during the month of January will discuss the Arizona 2-1-1 website in relation to volunteering	
Lisa Dee Meyerson for Chris Muir	Provider Database Team -Progress Updates	Ms. Meyerson updated members with progress that has been made from the Provider Database Team. Highlights include a.) Determining Target Age Groups b.) Prepare Target populations ( <i>proposed</i> ) c.) Review of I&R Data - due diligence, data maintenance plans d.) Develop Problem Assessment Module & Services Summaries	-	No Action Required

# Community Advisory Committee

November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
Lisa Dee Meyerson for Chris Muir	Provider Database Team -Community Dialogue Sessions Feedback - Inclusion/Exclusion Criteria	Ms. Meyerson gave an overview as to what went into the Inclusion/Exclusion Criteria, details include recommendations to search by target populations, developing policies based on AIRS standards, review of existing I&R inclusion/exclusion policies.	<b>Concerns:</b> Should we include the "For Profit" agencies? Should we include advocacy services? Before we implement the Project 2-1-1 <i>Inclusion and Exclusion policy</i> , we will bring back to this committee for review and comment.	
Lisa Dee Meyerson for Chris Muir	Provider Database Team -Problem Assessment & Service Summaries	Ms. Meyerson explained to members <i>Problem Assessment</i> and <i>Service Summaries</i> (in relation to searching) DES is the agency that is heading the Problem Assessment and Search Summaries. Additionally, Ms. Meyerson presented members with a handout of the proposed Target Population.	-	Ms. Meyerson asked that everyone make comments/suggestions on the "Target Population" handout and provide feedback by November 24.
Lisa Dee Meyerson for Chris Muir	Provider Database Team - Next Steps for I&R Data	<b>Update/Action Required</b> Ms. Meyerson detailed the next steps for the I&R data. a.) due diligence review will still need to be completed, b.) negotiations over data maintenance plans, c.) we will need to plan for data loading and training. Conference calls will be scheduled with the I&Rs to discuss future planning and next steps.		
Lauran Wikle	Emergency Response - Update and Progress	On November 19, the Emergency Response Task Force Team had their first meeting. Ms. Wikle updated members with progress that has been made from the team a.) Defining Emergency Response Interface b.) Developing Emergency Service Summary Categories c.) Developing Service Summaries d.) Determining Volunteer Categories	-	Next Emergency Response Task Force Team Meeting is tentatively scheduled for December 9.

# Community Advisory Committee

November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
Lauran Wikle	Emergency Response -Emergency Response Features	Ms. Wikle from the Office of Homeland Security summarized the Emergency Response pages. Ms. Wikle presented to members snap shots of the Emergency Response Pages, highlights included "Newsflash", an article will appear if there is an emergency, such as fires or in floods along with a link to more detailed information, Bulletins - Public Alerts - evacuation, relief and "Left Menu" -On the left bar navigation, a user will be able to "find help" and basic services.	-	No Action Required
Lauran Wikle	Emergency Response - Functions and Features of the Emergency Response Pages	Ms. Wikle summarized functions and features within the Emergency Response Pages. Additionally, Ms. Wikle highlighted a feature on the Emergency Response Pages; RSS - Really Simple Syndication	Questions - Ms Rita Weatherholt from Cochise County asked if RSS (Really Simple Syndication) will be localized? Also, will updates be provided 24 hours per day. Who and how will information be gathered.	
Lauran Wikle	Emergency Response -Volunteers	Updates/Concern - For Phase I of Arizona's 2-1-1 will have quick links and service summaries to major volunteer centers. Organizations will be able to post listings/positions, and contact information.	-	Discussions for a later date will be over future possible enhancements
DJ Harper	Communication and Outreach	In past Community Dialogue Meetings, questions surrounding the "branding" and "marketing " of Arizona's 2-1-1 were presented by members. As the Communication and Outreach Team had their first meeting in October, members of the Communication & Outreach Team have been able to gather ideas about ways to provide outreach to the community.	-	A Media Plan will be created during the month of December.

# Community Advisory Committee

November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
DJ Harper	Communication & Outreach - Funding	Mr. Harper updated the team on funding concerns. Phase I funding is coming from the CDC - Bio Terrorism funds, and no money has been identified for Phase II, however AHCCCS is in the process of creating a Phase II budget.	-	Phase II Budget is a work in progress from AHCCCS.
DJ Harper	Communication and Outreach - Future Funding	Mr. Harper explained to the members that the Communication & Outreach Team will be creating a Media Plan by the end of December. Within the Media Plan, Communication and Outreach Team will include ways to obtain funding.	-	Mr. Harper will ask for input on the Media Plan at the next Community Advisory Committee Meeting.
DJ Harper	Communication and Outreach - Providing Outreach to Underrepresented Communities	Mr. Harper brought about a concern that many Tribal Communities, local governments, and social service professionals are under represented in the data, we will need to ask for their participation.	Throughout the year, there are numerous tribal meetings. At future meetings, Mr. Harper will ask for more support with gathering Tribal information. Additionally, the Communication and Outreach Team is still looking for ways to provide outreach to local governments and social service professionals.	
Community Advisory Committee Members	Communication & Outreach - Branding of Arizona's 2-1-1	1.) How are we going to make "2-1-1" a household number? 2.) When we pass out materials/pamphlets, we need to make sure that information is in both English and Spanish 3.) For funding, sources, members suggested that we check with the Housing Department and Department of Commerce, both agencies will be of great help.	-	Further action on branding Arizona's 2-1-1 will be discussed with the Communication & Outreach Team and also addressed in their Media Plan.
Angie Rodgers	Sponsorships and Grants	Ms. Rodgers clarified for members that funding could and should come from a variety of sources. From past Community Advisory Dialogue Sessions, suggestions took place over if corporate sponsors could help fund Arizona's 2-1-1.	-	Corporate Sponsorship will be discussed further at the next Community Advisory Committee

# Community Advisory Committee

November 19, 2004

**Begin: 10:30am**

**Adjourn : 12:00pm**

**Members:** Director Chris Cummiskey, Roberto Armijo, Jill Harrison, Melissa Hartman, Jim Puza, Brian Spicker, Annette Stein, Rita Weatherholt, Joel Weeks, Neal Young

**Attendees:** Lisa Dee Meyerson, Kaaren-Lyn Morton, Chris Muir (excused), Perry Yastrov, Lauran Wikle, DJ Harper

**Handout(s):** Phase I Update, Target Populations, Volunteer Work Types

Presenter(s))	Topic	Status /Update	Issues	Actions
Community Advisory Committee Members	Arizona's 2-1-1 Logo	Members from the Community Advisory Committee commented on the logo, many members liked the logo. Ms. Weatherholt suggested that we make the "1-1" in "2-1-1" into cacti (like the one on the banner)	-	Mr. Yastrov will bring this suggestion to the Technical Development Team.
Concluding Remarks	Director Chris Cummiskey	Meeting adjourned at 12:00pm		